

## Iowa Department of Revenue – Performance Measures

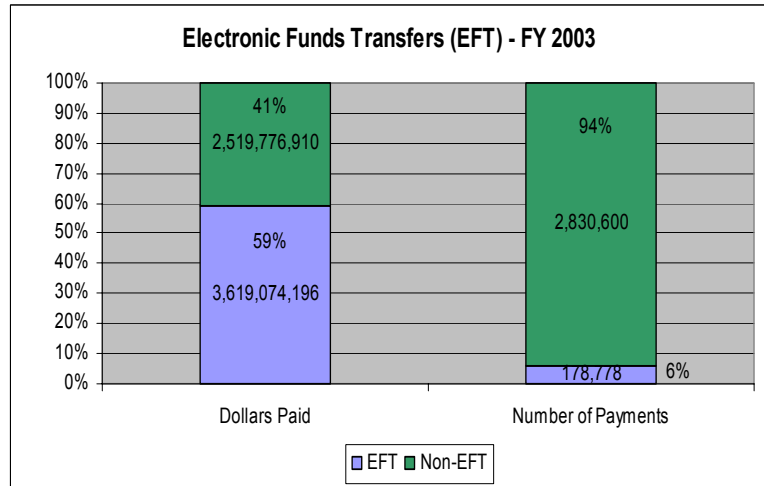
### Desired Outcome

Serve the taxpayers of Iowa by processing tax information and payments in an accurate and timely manner so that questions, taxpayer mistakes, or adjustments are dealt with expeditiously.

### Measures:

Percent of tax revenues received by electronic funds transfer.

Percent of tax payment transactions received by electronic funds transfer.

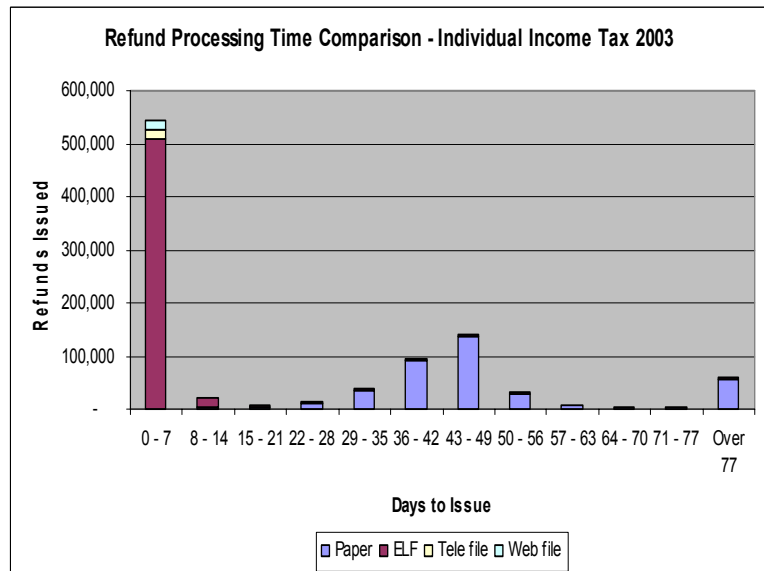


### Desired Outcome

Serve the taxpayers of Iowa by processing tax information and payments in an accurate and timely manner so that any refunds, or other distribution of funds or information, meets statutory or management directed time requirements.

### Measure:

Income tax refund turn-around time  
Histogram – Electronic vs. Paper returns  
(7 day increments)

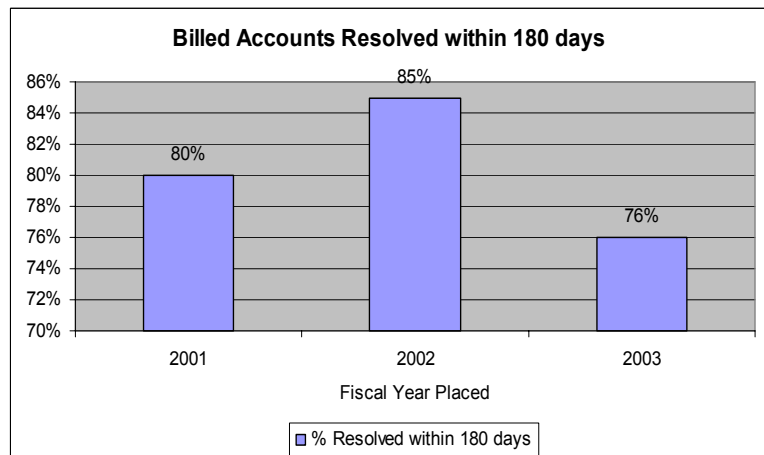


### Desired Outcome

Resolve the outstanding debt owed to the Department of Revenue to assure timely resolution and collection of tax billings.

### Measures:

Percent of billed accounts resolved within 180 days.



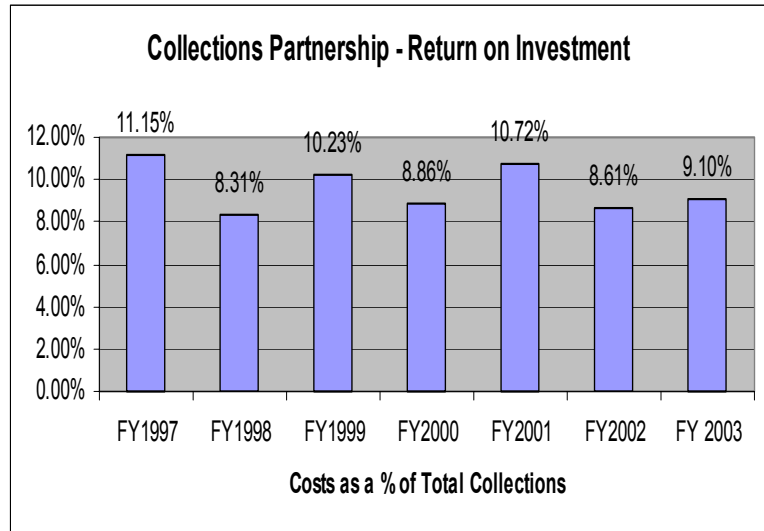
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### Desired Outcome

Oversee the operation of the Collections Partnership to assure timely resolution and collection of debt owed to the Department of Revenue and other contracting agencies.

### Measure:

Costs as a percentage of collections – Collections Partnership

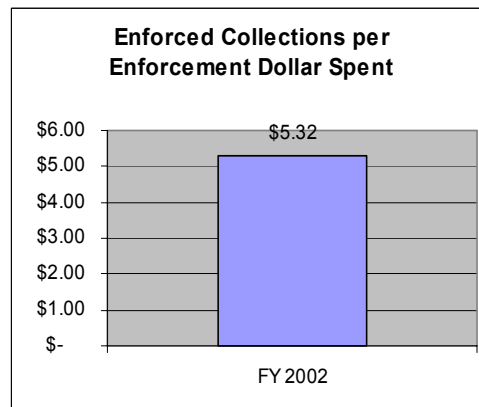


### Desired Outcome

Assure voluntary compliance with Iowa's tax laws so the correct amount of taxes are paid, but no more, through policy development, taxpayer education and assistance, examination, audit, and the timely resolution of disputed tax issues.

### Measure:

Enforced (involuntary) collections per enforcement related dollar spent.



### Desired Outcome

The purpose of Technology & Information Management is to provide information technology resources that will provide reliable access to secure department information resources, enable increased utilization of e-services by taxpayers, and enable the agency to meet service goals.

### Measures:

Percent of utilization of electronic filing- Individual Income Tax

